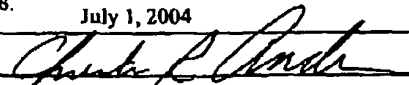



PTO/SB/31 (08-03)
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NOTICE OF APPEAL FROM THE EXAMINER TO THE BOARD OF PATENT APPEALS AND INTERFERENCES		Docket Number (Optional) Bell-19 (00-V22.39)	
CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a)) I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-8308. on <u>July 1, 2004</u> Signature <u></u> Typed or printed name <u>Christian Andersen</u>		In re Application of Craig L. REDING <hr/> Application Number <u>09/596,466</u> Filed <u>June 19, 2000</u> <hr/> For METHODS AND APPARATUS FOR PROVIDING TELEPHONE SUPPORT FOR INTERNET SALES <hr/> Art Unit <u>2642</u> Examiner <u>Hector A. Agdeppa</u>	
		Applicant hereby appeals to the Board of Patent Appeals and Interferences from the last decision of the examiner. The fee for this Notice of Appeal is (37 CFR 1.17(b)) <u>\$ 330.00</u> <div style="margin-top: 10px;"> <input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27. Therefore, the fee shown above is reduced by half, and the resulting fee is: <u>\$</u> <input type="checkbox"/> A check in the amount of the fee is enclosed. <input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached. <input checked="" type="checkbox"/> The Director has already been authorized to charge fees in this application to a Deposit Account. I have enclosed a duplicate copy of this sheet. <input checked="" type="checkbox"/> The Director is hereby authorized to charge any fees which may be required, or credit any overpayment to Deposit Account No. <u>07-2347</u> I have enclosed a duplicate copy of this sheet. <input checked="" type="checkbox"/> A petition for an extension of time under 37 CFR 1.36(a) (PTO/SB/22) is enclosed. </div> <p>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</p>	
I am the <input type="checkbox"/> applicant/inventor. <input type="checkbox"/> assignee of record of the entire interest. See 37 CFR 3.71. Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/98) <input type="checkbox"/> attorney or agent of record. <input checked="" type="checkbox"/> attorney or agent acting under 37 CFR 1.34(a). <u>25,648</u> Registration number if acting under 37 CFR 1.34(a).		<div style="text-align: center;">  Signature <u>Joel Wall</u> Typed or printed name <u>(972) 718-4800</u> Telephone number Date </div>	
NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.			
<input checked="" type="checkbox"/> Total of <u>1</u> forms are submitted.			

This collection of information is required by 37 CFR 1.101. The information is required to obtain or retain a benefit by the public which is to file (and by the US PTO to process) an application. Confidentiality is governed by 38 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

Attorney Docket No.: Bell-19 (00-V22.39)

Applicants: Craig L. REDING, Suzi LEVAS

Serial No.: 09/596,466

Filing Date: June 19, 2000

Title: **METHODS AND APPARATUS FOR PROVIDING TELEPHONE
SUPPORT FOR INTERNET SALES**

Examiner: Hector A. Agdeppa

Group Art Unit: 2642

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

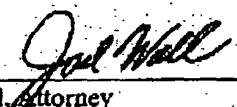
Sir:

REQUEST FOR A TWO-MONTH EXTENSION OF TIME

In response to the Advisory Action mailed on February 4, 2004, which set a time for response to expire on May 4, 2004, please extend that period two-months to expire on July 6, 2004. The Patent Office is authorized to charge said fee to the deposit account of Verizon Corporate Services Inc., deposit account number 07-2347.

Respectfully submitted,

July 1, 2004


Joel Wall, Attorney
Reg. No. 25,648
Tel.: (972) 718-4800

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